

## Regular Monthly Donations - Terms & Conditions

### 1. What are FuturePay payments and how do they work?

Monthly donations to Stoll can be set up as recurring payments through WorldPay using a service called FuturePay Direct. FuturePay Direct agreements are online arrangements similar to Standing Orders and Direct Debits, but with Futurepay, you arrange to get funds debited from your card, rather than from your bank account

Once an agreement is created, you can view payments in the Shopper Management System (SMS) on the WorldPay website. Your confirmation email will have your agreement ID. To log in to the Shopper Management System, please click on the link: <http://www.worldpay.com/shopper/admin>

Please note that any contract for the use of FuturePay Direct is between you, the donor, and Stoll and not with WorldPay.

### 2. How often will Future payments be made?

FuturePay donations made with Stoll will be made each month.

Your confirmation email from WorldPay will include details of the date of first payment, the amount of the payment and the frequency of payments. Your monthly donations will continue until the agreement is cancelled.

### 3. How to cancel any FuturePay agreement

A FuturePay Direct agreement can only be cancelled by you or Stoll. WorldPay is unable to cancel your order/agreement or to provide you with a refund. To cancel the agreement yourself:

- Log in to the Shopper Management System as above;
- The Recurring Payments (FuturePay Direct) Home page is displayed;
- Under the Agreement ID column, select the hypertext displaying the Agreement ID for the agreement you want to cancel;
- The FuturePay Direct Agreement Details page is displayed;
- Double check that the agreement on your screen is definitely the agreement you want to cancel;
- Select the Cancel button;
- The Cancellation Confirmation page is displayed;
- Select the Yes button to cancel the agreement. If you do not wish to cancel the agreement, select either the Go back to agreement or Go back to home page

Please ensure that, if you have more than one agreement, you have selected the correct agreement for cancellation. Once an agreement has been cancelled it cannot be reinstated.

If you cancel the wrong agreement, you will need to set up a new agreement on the Stoll website. Unfortunately WorldPay cannot set up a new agreement for you.